



Best Practices 2000

U.S. Department of Housing and Urban Development MIDWEST EDITION

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<http://www.hud.gov/bestpractices.html>

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Building a Better Tomorrow 2000

Over the past two years, the Department of Housing and Urban Development has undergone a marked transformation in the way it conducts business — it is no longer business as usual at HUD. This change required a fundamental paradigm shift, which was dramatic for many. We dared to step forward and make a personal commitment to restoring the public trust by demonstrating competence in the way we deliver services. We recognized that our responsibility is to help people empower themselves.

Our successes have been many. We have forged partnerships with local governments, communities and the private sector — something never before heard of in government affairs. We have lifted communities to a higher level through grassroots actions by empowering communities and individuals. And, through the restructuring of field organizations to include community empowerment teams, we are setting a foundation to develop and perpetuate a unified, one-HUD approach to meeting community needs. All this in only the second year of

HUD 2020 Management Reform. Just imagine what the next 20 years will bring, if we can achieve so much in only two years.

Even though our traditional goals remain the same — fighting for fair housing, increasing affordable housing and homeownership, reducing homelessness, promoting jobs and



Rosanna Marquez,
Secretary's
Representative
Midwest

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Effective Techniques of Top Performers!

HUD Coordinates a University/Community Partnership

Many neighborhoods in large U.S. cities lack the resources and technical capabilities to develop community partnerships among residents, businesses and local institutions. In Chicago, HUD coordinates a unique program with the University of Illinois at Chicago that provides technical assistance, resources and community development for nearly 40 housing and educational projects.

The UIC-Neighborhood Initiative (UICNI) employs a number of activities, including research, teaching, training and technical assistance

to help local residents and organizations improve lives and foster relationships with the neighborhoods. More specifically, through the resources of UIC and the University students and those of other local colleges, this program has provided affordable housing and low-cost training in targeted neighborhoods. Included as part of this HUD best practices are neighborhood activities, adult education, training, childcare and home rehabilitation.

UICNI has grown rapidly in recent years. In 1995, nine community partners, three UIC colleges, 36 faculty members and 61 community organizations participated. As of 1999, UICNI had grown to include 40

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Helping Families Find Quality Jobs and Affordable Housing

Finding a job and affordable housing can be a challenge for low-income families in the Cincinnati, Ohio, area. To help tackle the problem, the Regional Opportunities Council (ROC), the Cincinnati Housing Authority (CHA) and Cincinnati Housing Made Equal (HOME) are working together to provide residents of the Lincoln Court Hope VI development with essential job and house-hunting skills.

Through funds provided by ROC and HUD Section 8 vouchers, this coalition, with additional support

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Best Practices Focus Group Sessions

On February 3, 2000 HUD began hosting a series of Best Practices Focus Group sessions. These sessions bring together industry practitioners, management and other experts from housing program areas, along with HUD Best Practices Team members, to develop and refine models by which best practices can be identified, categorized, and utilized. There are two sides to the model equation that the Best Practices Team is addressing. The focus groups deal with the framework of the "What" side: What are the strategic objectives and key performance indicators; what are the critical success factors and major barriers to success; what are the desired results or outcomes of success? Individually and in total, these define what best practices are needed for. From them flow the second side of the model, the "How." It is the best practices themselves that will populate the "How" side: How success is achieved, how barriers are overcome, how outcomes are measured and reviewed for continuous improvement, etc. The Focus Group sessions are, of course, not the only source of the

"What," but they are a vital, necessary part in order to both identify the most relevant best practices, and most important of all be able to leverage them wherever practical for the most benefit of everyone.

A secondary, but also important, objective of these Focus Group sessions is to solicit input from the industry on "areas of need" within HUD programs for the provision of technical assistance. The information received on technical assistance will be used to develop high-value workshops for the 2000 Best Practices Symposium.

BEST PRACTICES FOCUS GROUP SESSIONS

Native American Programs	May 11, 2000
Community Development	May 18, 2000
Special Needs Housing	May 25, 2000
Rental Production (Hope VI, CDBG, HOME)	June 1, 2000
Youth Development	June 8, 2000
Resident Services	June 15, 2000
Rental Assistance/Section 8	June 22, 2000
Homeowner Rehabilitation	June 29, 2000

For more information, contact Neil Brown or Mary Barry on 202/708-1027.

U.S. Department of Housing and Urban Development
Best Practices Symposium 2000

Mark Your Calendar!



August 7-10, 2000
Washington, DC

More Information Coming Soon! • 202,708,1027

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economic opportunity, empowering people and communities and restoring the public trust — the primary emphasis has shifted away from HUD central, focusing instead on those working in the communities.

EMPOWERMENT

No longer are directives issued to communities, but rather a bottom-up, community-driven management style has been implemented to empower communities and individuals. By providing tools to implement revitalization strategies through various methodologies, we have empowered groups to find the best solutions for their needs — after all, no two communities are alike and no one solution will work for all. It is the partnership efforts of commu-

nities, private sector and governments working together that builds strength and helps communities to move forward.

RESTORING PUBLIC TRUST

By consolidating and reorganizing programs, HUD has been able to more efficiently meet the needs of its constituents. In communities across the country, funds have been used to effectively empower individuals — and thus these efforts have begun to restore the public trust.

Community partnerships are an investment in the future that will build a better tomorrow for everyone.

BEST PRACTICES

Through the “Best Practices” initiative, we showcase the practices

that are models of success in empowerment and building trust, as well as in the other areas important to HUD. Because of the success of the Best Practices initiative, HUD can now document true successes in the industry that can be used as prototypes for others.

Best practices is an ideal information tool for distributing ideas that work to others across the country.

But, it doesn’t end with those practices that have been started and emulated thus far. Your successes will continue to be showcased and replicated through the Best Practices 2000 initiative. By sharing your successes with others, your legacy lives on and everyone benefits from your best practice. ♦

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community partners, seven colleges, 58 faculty members, 107 community organizations, 104 students and four Chicago government agencies.

The program now includes 12 new courses devoted to community issues and 22 housing, commercial and educational projects based on research by the UIC Neighborhoods Initiative. Local organizations participating in UICNI include the Resurrection Project, Renacer West Side Network Community Development Corporation, 18th Street Development Corporation, West Side Consortium, the Benito Juarez School and the Suder School.

HUD serves in a managerial capacity, coordinating the efforts and resources of the various participating entities. In addition, HUD participated in policy development and established a board of directors to oversee the program’s activities.

Because UICNI improved internal processes within the community and provided access to vital information and resources, it can serve as a model for other programs aimed at affecting policy and housing legislation. Four projects already have resulted in changes in city and state housing laws and policies. UICNI has received positive coverage in local newspapers as further affirmation and recognition of its successes. ♦

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from the Hamilton County Housing Authority and various property owners and lenders, initiated a job search assistance and networking program for Lincoln residents. Residents attend classes on topics such as basic business and computer skills, thereby learning valuable job skills. In addition, information is provided on job openings available in the community.

Since many of the residents are unfamiliar with issues pertaining

to homeownership, ROC, CHA and HOME also established a homeownership educational program. Classes on financial issues including credit counseling, down payment options such as HUD Section 8 vouchers and budgeting skills are offered to prepare residents for owning their own homes.

Collaboration by the three community organizations, together with the successful balance of employment and homeownership educational opportunities, has resulted in 54 families participating in the program, 35 have received credit and other financial counseling, and 10 families have actually purchased homes. However, the success of the program is best expressed through the words of a mother who has several small children, “I can now hold my head high and feel safe in my own home,” she said, “while ensuring that my children receive a quality education.” ♦

Best Practices 2000

Yes, I would like to be placed on the Building A Better Tomorrow, HUD's Best Practices and Technical Assistance Forum newsletter mailing list. (Please print) Send form to the address below or call the Best Practices HELP Desk number.

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- Linda Cianco, Editor-in-Chief
- Francine Sutton, Editor
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How To Contact Us

Best Practices HELP Desk — Just A
Phone Call Away: 202/708-1992

Fax No. 202/708-2538

Newsletter Editor Telephone:
202/708-1027

Newsletter Editor e-mail address:
Francine_Sutton@hud.gov

Web Site Address:
<http://www.hud.gov/bestpractices.html>

U.S. Department of Housing and Urban Development
Office of Management and Planning
409 Third Street, S.W., Suite 310
Washington, DC 20024

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